

Buckeye Health Plan

CAHPS Survey Results

Annual Trend

Medicaid Adult CAHPS Survey			
Measures	CAHPS 2018	CAHPS 2019	CAHPS 2020
Getting Needed Care	86%	85%	89%
Getting Care Quickly	87%	87%	82%
How Well Doctors Communicate	95%	93%	96%
Customer Service	91%	89%	88%
Rating of Health Care	80%	76%	78%
Rating of Personal Doctor	86%	83%	87%
Rating of Specialist	83%	85%	90%
Rating of Health Plan	78%	81%	84%
Flu Shot - Adult Age 18 - 64	44%	41%	43%
Advising Smokers and Tobacco Users to Quit	77%	77%	80%
Care Coordination	89%	84%	89%

Medicaid Child CAHPS Survey

Measures	CAHPS 2018	CAHPS 2019	CAHPS 2020
Getting Needed Care	89%	87%	89%
Getting Care Quickly	95%	92%	95%
How Well Doctors Communicate	97%	95%	98%
Customer Service	92%	89%	89%
Rating of Health Care	91%	89%	92%
Rating of Personal Doctor	92%	91%	92%
Rating of Specialist	86%	94%	85%
Rating of Health Plan	87%	85%	89%
Access to Prescription Medications	96%	91%	92%
Access to Specialized Services	84%	78%	76%
Care Coordination for Children with Chronic Conditions	79%	73%	77%